

**DECLARATION AND POWER OF ATTORNEY FOR
PATENT APPLICATION**

As a below named inventor, I hereby declare that:

My residence, post office address and citizenship are as stated below next to my name;

I believe I am an original, first and joint inventor, of the subject matter which is claimed and for which a patent is sought on the invention entitled

A Method and System for Managing Service Requests Across Multiple Systems

the specification of which (check one)

 X is attached hereto.

 was filed on
as Application Serial No.
and was amended on
(if applicable)

I hereby state that I have reviewed and understand the contents of the above identified specification, including the claims, as amended by any amendment referred to above.

I acknowledge the duty to disclose information which is material to the patentability as defined in 37 CFR 1.56, including for continuation-in-part applications, material information which became available between the filing date of the prior application and the national or PCT international filing date of the continuation-in-part application.

I hereby claim foreign priority benefits under 35 U.S.C. 119(a)-(d) or (f), or 365(b) of any foreign application(s) for patent, inventor's or plant breeder's rights certificate(s), or 365(a) of any PCT international application which designated at least one country other than the United States of America, listed below and have also identified below, any foreign application for patent or inventor's or plant breeder's rights certificates(s) or any PCT international application having a filing date before that of the application on which priority is claimed:

Prior Foreign Application(s):

Priority Claimed

 Yes No
(Number) (Country) (MM/DD/YYYY)

Certified Copy Attached? Yes No

POWER OF ATTORNEY: As a named inventor, I hereby appoint the following attorneys and/or agents to prosecute this application and transact all business in the Patent and Trademark Office connected therewith.

John W. Henderson, Jr., Reg. No. 26,907; James H. Barksdale, Jr., Reg. No. 24,091; Thomas E. Tyson, Reg. No. 28,543; Robert M. Carwell, Reg. No. 28,499; Jeffrey S. LaBaw, Reg. No. 31,633; Douglas H. Lefevre, Reg. No. 26,193; Casimer K. Salys, Reg. No. 28,900; David A. Mims, Jr., Reg. No. 32,708; Mark E. McBurney, Reg. No. 33,114; Anthony V. England, Reg. No. 35,129; Volel Emile, Reg. No. 39,969; Leslie A. Van Leeuwen, Reg. No. 42,196; Christopher A. Hughes, Reg. No. 26,914; Stanley B. Green, Reg. No. 24,351; John E. Hoel, Reg. No. 26,279; Joseph C. Redmond, Jr., Reg. No. 18,753; and Marilyn S. Dawkins, Reg. No. 31,140, Cynthia S. Byrd, Reg. No. 39,365 and Darcell Walker, Reg. No. 34,945.

Send all correspondence to: Darcell Walker, 8107 Carvel Lane, Houston, Texas 77036.
Please direct telephone calls to Darcell Walker at (713) 772-1255.

FULL NAME OF FIRST INVENTOR: **Alexander Druyan**

INVENTOR SIGNATURE: *Alexander Druyan* DATE: 1/31/02

RESIDENCE: 605 Louisiana Ave., Apt. 5A
Brooklyn, New York 11239

CITIZENSHIP: United States

POST OFFICE ADDRESS: 605 Louisiana Ave., Apt. 5A
Brooklyn, New York 11239

FULL NAME OF FIRST INVENTOR: **Donald A. James**

INVENTOR SIGNATURE: _____ DATE: _____

RESIDENCE: 1800 ShadowBrook Circle
Round Rock, Texas 78681

CITIZENSHIP: Danish

POST OFFICE ADDRESS: 1800 ShadowBrook Circle
Round Rock, Texas 78681

FULL NAME OF FIRST INVENTOR: **Ching Yu Conrad Lo**

INVENTOR SIGNATURE: _____ DATE: _____

RESIDENCE: 18809 Caberner Drive
Saratoga, California 95070

CITIZENSHIP: United States

POST OFFICE ADDRESS: 18809 Caberner Drive
Saratoga, California 95070

FULL NAME OF FIRST INVENTOR: **Arsalan K. Lodhi**

INVENTOR SIGNATURE: _____ DATE: _____

RESIDENCE: 1720 Park Avenue, Apt. #T
Long Beach, California 90815

CITIZENSHIP: United States

POST OFFICE ADDRESS: 1720 Park Avenue, Apt. #T
Long Beach, California 90815

FULL NAME OF FIRST INVENTOR: **Fabian F. Morgan**

INVENTOR SIGNATURE: _____ DATE: _____

RESIDENCE: 305 Memorial Drive Room 602B
Cambridge, Massachusetts 02139

CITIZENSHIP: Jamaica

POST OFFICE ADDRESS: 305 Memorial Drive Room 602B
Cambridge, Massachusetts 02139

FULL NAME OF FIRST INVENTOR: **Sandra Juni Schlosser**

INVENTOR SIGNATURE: _____ DATE: _____

RESIDENCE: 9309 Creek's Edge Circle
Austin, Texas 78733

CITIZENSHIP: United States

POST OFFICE ADDRESS: 9309 Creek's Edge Circle
Austin, Texas 78733

**DECLARATION AND POWER OF ATTORNEY FOR
PATENT APPLICATION**

As a below named inventor, I hereby declare that:

My residence, post office address and citizenship are as stated below next to my name;

I believe I am an original, first and joint inventor, of the subject matter which is claimed and for which a patent is sought on the invention entitled

A Method and System for Managing Service Requests Across Multiple Systems

the specification of which (check one)

 X is attached hereto.

 was filed on
as Application Serial No.
and was amended on
(if applicable)

I hereby state that I have reviewed and understand the contents of the above identified specification, including the claims, as amended by any amendment referred to above.

I acknowledge the duty to disclose information which is material to the patentability as defined in 37 CFR 1.56, including for continuation-in-part applications, material information which became available between the filing date of the prior application and the national or PCT international filing date of the continuation-in-part application.

I hereby claim foreign priority benefits under 35 U.S.C. 119(a)-(d) or (f), or 365(b) of any foreign application(s) for patent, inventor's or plant breeder's rights certificate(s), or 365(a) of any PCT international application which designated at least one country other than the United States of America, listed below and have also identified below, any foreign application for patent or inventor's or plant breeder's rights certificates(s) or any PCT international application having a filing date before that of the application on which priority is claimed:

Prior Foreign Application(s):

Priority Claimed

 Yes No
(Number) (Country) (MM/DD/YYYY)

Certified Copy Attached? Yes No

POWER OF ATTORNEY: As a named inventor, I hereby appoint the following attorneys and/or agents to prosecute this application and transact all business in the Patent and Trademark Office connected therewith.

John W. Henderson, Jr., Reg. No. 26,907; James H. Barksdale, Jr., Reg. No. 24,091; Thomas E. Tyson, Reg. No. 28,543; Robert M. Carwell, Reg. No. 28,499; Jeffrey S. LaBaw, Reg. No. 31,633; Douglas H. Lefevre, Reg. No. 26,193; Casimer K. Salys, Reg. No. 28,900; David A. Mims, Jr., Reg. No. 32,708; Mark E. McBurney, Reg. No. 33,114; Anthony V. England, Reg. No. 35,129; Volel Emile, Reg. No. 39,969; Leslie A. Van Leeuwen, Reg. No. 42,196; Christopher A. Hughes, Reg. No. 26,914; Stanley B. Green, Reg. No. 24,351; John E. Hoel, Reg. No. 26,279; Joseph C. Redmond, Jr., Reg. No. 18,753; and Marilyn S. Dawkins, Reg. No. 31,140, Cynthia S. Byrd, Reg. No. 39,365 and Darcell Walker, Reg. No. 34,945.

Send all correspondence to: Darcell Walker, 8107 Carvel Lane, Houston, Texas 77036.
Please direct telephone calls to Darcell Walker at (713) 772-1255.

FULL NAME OF FIRST INVENTOR: **Alexander Druyan**

INVENTOR SIGNATURE: _____ DATE: _____

RESIDENCE: 605 Louisiana Ave., Apt. 5A
Brooklyn, New York 11239

CITIZENSHIP: United States

POST OFFICE ADDRESS: 605 Louisiana Ave., Apt. 5A
Brooklyn, New York 11239

FULL NAME OF FIRST INVENTOR: **Donald A. James**

INVENTOR SIGNATURE: Donald A James DATE: 12-19-2001

RESIDENCE: 1800 ShadowBrook Circle
Round Rock, Texas 78681

CITIZENSHIP: ~~Danish~~ United States DJ

POST OFFICE ADDRESS: 1800 ShadowBrook Circle
Round Rock, Texas 78681

FULL NAME OF FIRST INVENTOR: **Ching Yu Conrad Lo**

INVENTOR SIGNATURE: _____ DATE: _____

RESIDENCE: 18809 Caberner Drive
Saratoga, California 95070

CITIZENSHIP: United States

POST OFFICE ADDRESS: 18809 Caberner Drive
Saratoga, California 95070

FULL NAME OF FIRST INVENTOR: **Arsalan K. Lodhi**

INVENTOR SIGNATURE: _____ DATE: _____

RESIDENCE: 1720 Park Avenue, Apt. #T
Long Beach, California 90815

CITIZENSHIP: United States

POST OFFICE ADDRESS: 1720 Park Avenue, Apt. #T
Long Beach, California 90815

FULL NAME OF FIRST INVENTOR: **Fabian F. Morgan**

INVENTOR SIGNATURE: _____ DATE: _____

RESIDENCE: 305 Memorial Drive Room 602B
Cambridge, Massachusetts 02139

CITIZENSHIP: Jamaica

POST OFFICE ADDRESS: 305 Memorial Drive Room 602B
Cambridge, Massachusetts 02139

Docket Number AUS920011019US1

FULL NAME OF FIRST INVENTOR: **Sandra Juni Schlosser**

INVENTOR SIGNATURE: *Sandra Juni Schlosser* DATE: 12-19-2001

RESIDENCE: 9309 Creek's Edge Circle
Austin, Texas 78733

CITIZENSHIP: United States

POST OFFICE ADDRESS: 9309 Creek's Edge Circle
Austin, Texas 78733

**DECLARATION AND POWER OF ATTORNEY FOR
PATENT APPLICATION**

As a below named inventor, I hereby declare that:

My residence, post office address and citizenship are as stated below next to my name;

I believe I am an original, first and joint inventor, of the subject matter which is claimed and for which a patent is sought on the invention entitled

A Method and System for Managing Service Requests Across Multiple Systems

the specification of which (check one)

 X is attached hereto.

 was filed on
as Application Serial No.
and was amended on _____
(if applicable)

I hereby state that I have reviewed and understand the contents of the above identified specification, including the claims, as amended by any amendment referred to above.

I acknowledge the duty to disclose information which is material to the patentability as defined in 37 CFR 1.56, including for continuation-in-part applications, material information which became available between the filing date of the prior application and the national or PCT international filing date of the continuation-in-part application.

I hereby claim foreign priority benefits under 35 U.S.C. 119(a)-(d) or (f), or 365(b) of any foreign application(s) for patent, inventor's or plant breeder's rights certificate(s), or 365(a) of any PCT international application which designated at least one country other than the United States of America, listed below and have also identified below, any foreign application for patent or inventor's or plant breeder's rights certificates(s) or any PCT international application having a filing date before that of the application on which priority is claimed:

Prior Foreign Application(s):

Priority Claimed

(Number) (Country) (MM/DD/YYYY) ___ Yes ___ No

Certified Copy Attached? ___ Yes ___ No

POWER OF ATTORNEY: As a named inventor, I hereby appoint the following attorneys and/or agents to prosecute this application and transact all business in the Patent and Trademark Office connected therewith.

John W. Henderson, Jr., Reg. No. 26,907; James H. Barksdale, Jr., Reg. No. 24,091; Thomas E. Tyson, Reg. No. 28,543; Robert M. Carwell, Reg. No. 28,499; Jeffrey S. LaBaw, Reg. No. 31,633; Douglas H. Lefevre, Reg. No. 26,193; Casimer K. Salys, Reg. No. 28,900; David A. Mims, Jr., Reg. No. 32,708; Mark E. McBurney, Reg. No. 33,114; Anthony V. England, Reg. No. 35,129; Volel Emile, Reg. No. 39,969; Leslie A. Van Leeuwen, Reg. No. 42,196; Christopher A. Hughes, Reg. No. 26,914; Stanley B. Green, Reg. No. 24,351; John E. Hoel, Reg. No. 26,279; Joseph C. Redmond, Jr., Reg. No. 18,753; and Marilyn S. Dawkins, Reg. No. 31,140, Cynthia S. Byrd, Reg. No. 39,365 and Darcell Walker, Reg. No. 34,945.

Send all correspondence to: Darcell Walker, 8107 Carvel Lane, Houston, Texas 77036.
Please direct telephone calls to Darcell Walker at (713) 772-1255.

FULL NAME OF FIRST INVENTOR: **Alexander Druyan**

INVENTOR SIGNATURE: _____ DATE: _____

RESIDENCE: 605 Louisiana Ave., Apt. 5A
Brooklyn, New York 11239

CITIZENSHIP: United States

POST OFFICE ADDRESS: 605 Louisiana Ave., Apt. 5A
Brooklyn, New York 11239

FULL NAME OF FIRST INVENTOR: **Donald A. James**

INVENTOR SIGNATURE: _____ DATE: _____

RESIDENCE: 1800 ShadowBrook Circle
Round Rock, Texas 78681

CITIZENSHIP: Danish

POST OFFICE ADDRESS: 1800 ShadowBrook Circle
Round Rock, Texas 78681

FULL NAME OF FIRST INVENTOR: **Ching Yu Conrad Lo**

INVENTOR SIGNATURE: Ching Yu Lo DATE: January 6, 2002

RESIDENCE: 18809 Cabernet Drive
Saratoga, California 95070

CITIZENSHIP: United States

POST OFFICE ADDRESS: 18809 Cabernet Drive
Saratoga, California 95070

FULL NAME OF FIRST INVENTOR: **Arsalan K. Lodhi**

INVENTOR SIGNATURE: _____ DATE: _____

RESIDENCE: 1720 Park Avenue, Apt. #T
Long Beach, California 90815

CITIZENSHIP: United States

POST OFFICE ADDRESS: 1720 Park Avenue, Apt. #T
Long Beach, California 90815

FULL NAME OF FIRST INVENTOR: **Fabian F. Morgan**

INVENTOR SIGNATURE: _____ DATE: _____

RESIDENCE: 305 Memorial Drive Room 602B
Cambridge, Massachusetts 02139

CITIZENSHIP: Jamaica

POST OFFICE ADDRESS: 305 Memorial Drive Room 602B
Cambridge, Massachusetts 02139

FULL NAME OF FIRST INVENTOR: **Sandra Juni Schlosser**

INVENTOR SIGNATURE: _____ DATE: _____

RESIDENCE: 9309 Creek's Edge Circle
Austin, Texas 78733

CITIZENSHIP: United States

POST OFFICE ADDRESS: 9309 Creek's Edge Circle
Austin, Texas 78733

**DECLARATION AND POWER OF ATTORNEY FOR
PATENT APPLICATION**

As a below named inventor, I hereby declare that:

My residence, post office address and citizenship are as stated below next to my name;

I believe I am an original, first and joint inventor, of the subject matter which is claimed and for which a patent is sought on the invention entitled

A Method and System for Managing Service Requests Across Multiple Systems

the specification of which (check one)

 X is attached hereto.

 was filed on
as Application Serial No.
and was amended on
(if applicable)

I hereby state that I have reviewed and understand the contents of the above identified specification, including the claims, as amended by any amendment referred to above.

I acknowledge the duty to disclose information which is material to the patentability as defined in 37 CFR 1.56, including for continuation-in-part applications, material information which became available between the filing date of the prior application and the national or PCT international filing date of the continuation-in-part application.

I hereby claim foreign priority benefits under 35 U.S.C. 119(a)-(d) or (f), or 365(b) of any foreign application(s) for patent, inventor's or plant breeder's rights certificate(s), or 365(a) of any PCT international application which designated at least one country other than the United States of America, listed below and have also identified below, any foreign application for patent or inventor's or plant breeder's rights certificates(s) or any PCT international application having a filing date before that of the application on which priority is claimed:

Prior Foreign Application(s):

Priority Claimed

 Yes No
(Number) (Country) (MM/DD/YYYY)

Certified Copy Attached? Yes No

POWER OF ATTORNEY: As a named inventor, I hereby appoint the following attorneys and/or agents to prosecute this application and transact all business in the Patent and Trademark Office connected therewith.

John W. Henderson, Jr., Reg. No. 26,907; James H. Barksdale, Jr., Reg. No. 24,091; Thomas E. Tyson, Reg. No. 28,543; Robert M. Carwell, Reg. No. 28,499; Jeffrey S. LaBaw, Reg. No. 31,633; Douglas H. Lefevre, Reg. No. 26,193; Casimer K. Salys, Reg. No. 28,900; David A. Mims, Jr., Reg. No. 32,708; Mark E. McBurney, Reg. No. 33,114; Anthony V. England, Reg. No. 35,129; Volel Emile, Reg. No. 39,969; Leslie A. Van Leeuwen, Reg. No. 42,196; Christopher A. Hughes, Reg. No. 26,914; Stanley B. Green, Reg. No. 24,351; John E. Hoel, Reg. No. 26,279; Joseph C. Redmond, Jr., Reg. No. 18,753; and Marilyn S. Dawkins, Reg. No. 31,140, Cynthia S. Byrd, Reg. No. 39,365 and Darcell Walker, Reg. No. 34,945.

Send all correspondence to: Darcell Walker, 8107 Carvel Lane, Houston, Texas 77036.
Please direct telephone calls to Darcell Walker at (713) 772-1255.

FULL NAME OF FIRST INVENTOR: Alexander Druyan

INVENTOR SIGNATURE: _____ **DATE:** _____

RESIDENCE: 605 Louisiana Ave., Apt. 5A
Brooklyn, New York 11239

CITIZENSHIP: United States

POST OFFICE ADDRESS: 605 Louisiana Ave., Apt. 5A
Brooklyn, New York 11239

FULL NAME OF FIRST INVENTOR: Donald A. James

INVENTOR SIGNATURE: _____ **DATE:** _____

RESIDENCE: 1800 ShadowBrook Circle
Round Rock, Texas 78681

CITIZENSHIP: Danish

POST OFFICE ADDRESS: 1800 ShadowBrook Circle
Round Rock, Texas 78681

FULL NAME OF FIRST INVENTOR: **Ching Yu Conrad Lo**

INVENTOR SIGNATURE: _____ DATE: _____

RESIDENCE: 18809 Caberner Drive
Saratoga, California 95070

CITIZENSHIP: United States

POST OFFICE ADDRESS: 18809 Caberner Drive
Saratoga, California 95070

FULL NAME OF FIRST INVENTOR: **Arsalan K. Lodhi**

INVENTOR SIGNATURE:  _____ DATE: 12/25/2001

RESIDENCE: 1720 Park Avenue, Apt. #T
Long Beach, California 90815

CITIZENSHIP: ~~United States~~ **PAKISTAN** 

POST OFFICE ADDRESS: 1720 Park Avenue, Apt. #T
Long Beach, California 90815

FULL NAME OF FIRST INVENTOR: **Fabian F. Morgan**

INVENTOR SIGNATURE: _____ DATE: _____

RESIDENCE: 305 Memorial Drive Room 602B
Cambridge, Massachusetts 02139

CITIZENSHIP: Jamaica

POST OFFICE ADDRESS: 305 Memorial Drive Room 602B
Cambridge, Massachusetts 02139

Docket Number **AUS920011019US1**

FULL NAME OF FIRST INVENTOR: **Sandra Juni Schlosser**

INVENTOR SIGNATURE: _____ DATE: _____

RESIDENCE: 9309 Creek's Edge Circle
Austin, Texas 78733

CITIZENSHIP: United States

POST OFFICE ADDRESS: 9309 Creek's Edge Circle
Austin, Texas 78733

2003-09-04

**DECLARATION AND POWER OF ATTORNEY FOR
PATENT APPLICATION**

As a below named inventor, I hereby declare that:

My residence, post office address and citizenship are as stated below next to my name;

I believe I am an original, first and joint inventor, of the subject matter which is claimed
and for which a patent is sought on the invention entitled

A Method and System for Managing Service Requests Across Multiple Systems

the specification of which (check one)

 X is attached hereto.

 was filed on
as Application Serial No.
and was amended on
(if applicable)

I hereby state that I have reviewed and understand the contents of the above identified
specification, including the claims, as amended by any amendment referred to above.

I acknowledge the duty to disclose information which is material to the patentability as defined
in 37 CFR 1.56, including for continuation-in-part applications, material information which
became available between the filing date of the prior application and the national or PCT
international filing date of the continuation-in-part application.

I hereby claim foreign priority benefits under 35 U.S.C. 119(a)-(d) or (f), or 365(b) of any
foreign application(s) for patent, inventor's or plant breeder's rights certificate(s), or 365(a) of
any PCT international application which designated at least one country other than the United
States of America, listed below and have also identified below, any foreign application for patent
or inventor's or plant breeder's rights certificates(s) or any PCT international application having
a filing date before that of the application on which priority is claimed:

Prior Foreign Application(s):			Priority Claimed
<u> </u>	<u> </u>	<u> </u>	<u> </u> Yes <u> </u> No
(Number)	(Country)	(MM/DD/YYYY)	

Certified Copy Attached? Yes No

POWER OF ATTORNEY: As a named inventor, I hereby appoint the following attorneys and/or agents to prosecute this application and transact all business in the Patent and Trademark Office connected therewith.

John W. Henderson, Jr., Reg. No. 26,907; James H. Barksdale, Jr., Reg. No. 24,091; Thomas E. Tyson, Reg. No. 28,543; Robert M. Carwell, Reg. No. 28,499; Jeffrey S. LaBaw, Reg. No. 31,633; Douglas H. Lefevre, Reg. No. 26,193; Casimer K. Salys, Reg. No. 28,900; David A. Mims, Jr., Reg. No. 32,708; Mark E. McBurney, Reg. No. 33,114; Anthony V. England, Reg. No. 35,129; Volel Emile, Reg. No. 39,969; Leslie A. Van Leeuwen, Reg. No. 42,196; Christopher A. Hughes, Reg. No. 26,914; Stanley B. Green, Reg. No. 24,351; John E. Hoel, Reg. No. 26,279; Joseph C. Redmond, Jr., Reg. No. 18,753; and Marilyn S. Dawkins, Reg. No. 31,140, Cynthia S. Byrd, Reg. No. 39,365 and Darcell Walker, Reg. No. 34,945.

Send all correspondence to: Darcell Walker, 8107 Carvel Lane, Houston, Texas 77036.
Please direct telephone calls to Darcell Walker at (713) 772-1255.

FULL NAME OF FIRST INVENTOR: **Alexander Druyan**

INVENTOR SIGNATURE: _____ DATE: _____

RESIDENCE: 605 Louisiana Ave., Apt. 5A
Brooklyn, New York 11239

CITIZENSHIP: United States

POST OFFICE ADDRESS: 605 Louisiana Ave., Apt. 5A
Brooklyn, New York 11239

FULL NAME OF FIRST INVENTOR: **Donald A. James**

INVENTOR SIGNATURE: _____ DATE: _____

RESIDENCE: 1800 ShadowBrook Circle
Round Rock, Texas 78681

CITIZENSHIP: Danish

POST OFFICE ADDRESS: 1800 ShadowBrook Circle
Round Rock, Texas 78681

FULL NAME OF FIRST INVENTOR: **Ching Yu Conrad Lo**

INVENTOR SIGNATURE: _____ DATE: _____

RESIDENCE: 18809 Caberner Drive
Saratoga, California 95070

CITIZENSHIP: United States

POST OFFICE ADDRESS: 18809 Caberner Drive
Saratoga, California 95070

FULL NAME OF FIRST INVENTOR: **Arsalan K. Lodhi**

INVENTOR SIGNATURE: _____ DATE: _____

RESIDENCE: 1720 Park Avenue, Apt. #T
Long Beach, California 90815

CITIZENSHIP: United States

POST OFFICE ADDRESS: 1720 Park Avenue, Apt. #T
Long Beach, California 90815

FULL NAME OF FIRST INVENTOR: **Fabian F. Morgan**

INVENTOR SIGNATURE: Fabian F. Morgan DATE: January 30, 2002

RESIDENCE: 305 Memorial Drive Room 602B
Cambridge, Massachusetts 02139

CITIZENSHIP: Jamaica

POST OFFICE ADDRESS: 305 Memorial Drive Room 602B
Cambridge, Massachusetts 02139

Docket Number AUS920011019US1

FULL NAME OF FIRST INVENTOR: **Sandra Juni Schlosser**

INVENTOR SIGNATURE: _____ DATE: _____

RESIDENCE: 9309 Creek's Edge Circle
Austin, Texas 78733

CITIZENSHIP: United States

POST OFFICE ADDRESS: 9309 Creek's Edge Circle
Austin, Texas 78733